

Remarks/Arguments

Reconsideration of the Application is requested.

The Examiner has objected to claim 21. Claim 21 has been cancelled.

Claims 24-26 have been rejected by the Examiner under 35 USC, § 101.

Claims 24-26 have been cancelled.

Claims 1, 3-7, 9, 11, 13-17, 19, 21, 22, 24 and 25 have been rejected by the Examiner under 35 USC§ 102(e) as being anticipated by Matthews et al. (Publication Number 2004/0139156).

Claim 13 has been cancelled.

Matthews discloses the following in paragraph [0016].

[0016] "The present invention provides a technical solution. For enabling direct, person to person assistance over a communications network. The methods provide product and system support tools enabling, for example, a purchaser of a product or service to execute a computer program on a computer to establish an intelligently routed request for assistance to a human having knowledge in the area of the particular product or service. In one method, a human user couples a computer readable media associated with a product to a computer, A computer program on the computer readable media checks for, and if need be, installs needed software. The program can then establish a connection over a network such as the Internet directly to the help assistance organization appropriate for the particular product or service. The computer readable media can include an indication of the particular product or service and/or the assumed preferred language of the purchaser of the product or service. The assistance request can be routed to a human assistant, who may be seated at a computer device. In a preferred method, the human assistant greets the request for assistance and the human user with a live, personal, updated video link carrying the assistant's voice and a video signal carrying the assistant's image to the computer of the help requester. The assistant may obtain preliminary information from the human user, and begin rapidly to provide assistance in a "face to face" virtual environment. Where the

product involved is a computer related product, the human assistant may optionally view the same computer display as the human user and even manipulate the display to illustrate the performance of a particular software product."

Matthews video link carries the assistant's voice and the assistant's image to the help requests computer. Fig. 6 of Matthew's also discloses a picture of the helper 240 on screen 232 of the requester computer. Matthews does not disclose or anticipate having a service bureau receive a video image from the person's location so that the interactive assistance is based at least partly upon the user profile the visual image and the equipment profiled as claimed in claim 1 and 11 as amended and those claims dependent thereon.

As advantage of applicant's claimed invention over Matthews is that a video image of the proper processing machine is provided to a service bureau or operator terminal to enable the service bureau or operator terminal view the persons location to help the person obtain assistance. Matthews does not obtain a video image of the persons location.

Claims 2, 8, 10, 12, 18, 20, 23 and 26 have been rejected by the Examiner under 35 USC § 103(a) as being unpatentable over Matthews (Publication Number 2004/0139156) in view of Boies et al. (Publication Number 2002/0194011).

Boies disclose the following in paragraph [0010].

[0010] ."The mechanism may itself inform an information source of the limitations of the individual or the mechanism may be used in conjunction with a user profile to identify the limitations of the individual and the preferred information content format to use with the individual."

Matthews and/or Boies takes separately or together do not disclose or anticipate having a service bureau receive a video image from the person's location so that the interactive assistance in s based at least partly upon the user profile the

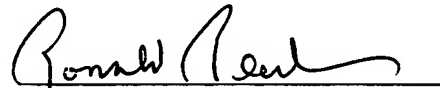
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visual image and the equipment profiled as claimed in claim 1 and 11 as amended and those claims dependent thereon.

Claims 13, 21-26 have been cancelled.

In view of the above claims 1-13 and 14-20 as amended are patentable. If the Examiner has any questions would the Examiner please call the undersigned at the telephone number below.

Respectfully submitted,



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